



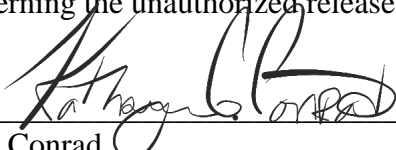
CERTIFICATE OF CPNI COMPLIANCE FOR CALENDAR YEAR 2017
EB DOCKET 06-36

I, Kitty Conrad, certify that I am an officer of ENA Services LLC ("Company"), and acting as an agent of the Company, that I have personal knowledge that the Company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See 47 C.F.R. § 64.2001 et seq.*

Attached to this certification is an accompanying statement explaining how the Company's procedures ensure that the Company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The Company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

The Company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.



Kitty Conrad
General Counsel

2-27-18
Date

STATEMENT CONCERNING PROCEDURES ENSURING
COMPLIANCE WITH CPNI REGULATIONS
FOR CALENDAR YEAR 2017

The operating procedures of ENA Services LLC (“ENAS” or “Company”) are adequate to ensure that the Company complies with Part 64, Section 2001 *et. seq.* of FCC rules governing the use of CPNI.

Compliance with the FCC’s CPNI rules is ensured by the fact that ENAS has established an internal policy limiting the use or disclosure of CPNI to very limited circumstances. Furthermore the Company trains employees on the limitations of use or disclosure of CPNI as governed by federal law and Company policy.

The Company’s policy establishes the following parameters regarding the use or disclosure of CPNI:

- 1) ENAS does not use, disclose or permit access to CPNI for marketing purposes.
- 2) ENAS will not release or disclose a customer’s CPNI to a third party, except (A) pursuant to a valid request from law enforcement, the federal judiciary or other appropriate governmental authority (*e.g.*, CPNI will only be disclosed after the requesting party demonstrates that the request is made pursuant to a valid subpoena, court order, search warrant or letter from a national security agency); (B) to ENAS’ parent company, Education Networks of America, Inc., solely for operational or administrative reasons related to the provision of services to the customer; or (C) to a third party pursuant to express customer approval to release or disclose the customer’s CPNI to such third party.
- 3) ENAS has implemented customer authentication protocols that are compliant with the FCC’s requirements. Appropriate passwords must be provided before CPNI is released. If passwords are not available, other methods compliant with the FCC’s requirements are utilized to authenticate the requestor before such information is released.
- 4) ENAS maintains a record, for a period of at least one year, of those limited circumstances in which CPNI is disclosed or provided to third parties (pursuant to a valid request from law enforcement, the federal judiciary, other appropriate governmental authority, or express customer consent).
- 5) Violations of the FCC’s CPNI rules or the Company’s CPNI policy may result in disciplinary action, including the termination of employment where appropriate.